

THE GUILDHALL TRUST

TITLE: Hospitality Manager

DEPARTMENT: Operations

RESPONSIBLE TO: Operations Manager

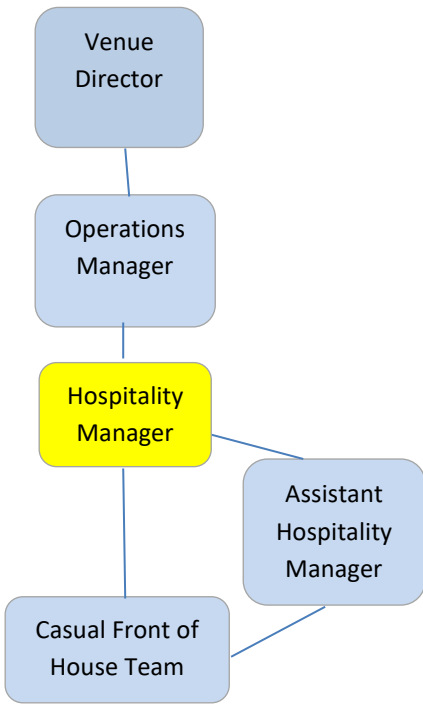
HOURS: 40hr per week

PAY: £29,000 per annum

Purpose of Job

Working alongside the Operations Manager to promote, co-ordinate and supervise the Front of House and Hospitality department, in areas operated by the Guildhall Trust at the **White Rock Theatre**. This role shall manage the operating & delivery of the Concerts, events, catering and any other evening or daytime activity, whilst also undertaking hospitality administration of these areas. Overseeing the casual Front of House teams and line managing the Assistant Hospitality manager.

Organisation Chart



Principal Responsibilities:

1a	To work with the Operations Manager to identify and implement any new areas of hospitality business likely to enhance the profitability of The White Rock Theatre. To work with the Chief Operating Officer to ensure a constructive and detailed input is given to the budget setting and forecast preparations.	90%
1b	To be part of the White Rock Senior Management team, undertaking responsibilities to ensure the smooth and safe operation of concerts & events. To create a strong team work ethic and first-class customer service ethos, through incentives and team building, resulting in maximising sales. This role requires an ability to work closely and confidently with the Venue Duty Manager's & sub-contracted security, ensuring that they are properly briefed and prepared for events.	
1c	To manage the epos till system to ensure accurate recording of information for KPIs. To assist accounts team with banking queries. To reconcile income in accordance with The Guildhall Trust's reconciliation procedures and provide analysis of food and beverage income to finance.	
1d	To assist in delivering an in-house training programme to staff with regards to service standards and licensing legislation and to ensure all new starters receive an appropriate induction. To ensure all colleagues are aware of service standards and receive adequate training to enable them to always deliver an excellent service.	
1e	Ensure all concerts & events adhere to relevant legislation and licensing condition including but not limited to Health & Safety regulations, HACCP Control, public Entertainment Licence and Disability Discrimination Act. To lead on H&S site drills for the casual team.	
1f	To take a lead role in the supervision of the Concert Operation & bars for events, including all hospitality areas, as well as to ensure the smooth operation of these events.	
1g	To be responsible for the provision of excellent bars & secondary spend outlets, ensuring a good range of stock that is expertly displayed and priced. To assist in the responsibility for stock control, ensuring stock levels are monitored and waste is kept to a minimum. To ensure prices are regularly reviewed to ensure the cost of sale percentage and gross margin is achieved within budget and to oversee monthly stocktakes.	
1h	To understand & be able to oversee all operational areas, including assisting with the ticketing and housekeeping departments when required.	
2	To work flexibly across the venue as and when required, to support operational efficiency and cost saving. To be available for training and development to meet the needs of the business.	Up to 10% across a year.

Other

The nature of the work undertaken by the post holder will be required to work flexibly to meet the needs of the department and the wider business. This will include evening, weekend & Bank holiday work.

Location

The post holder will be located in venue at the White Rock Theatre in Hastings. You may be required to work on external events and attend off site meetings should the need arise.

Person Specification

This acts as selection criteria and gives an outline of the type of person the characteristic required to do the job.

Attribute	Essential	Desirable
Experience	Demonstrable experience of operating in a large-scale venue that includes hospitality elements. Demonstrable experience of working within an operation managed through budgets and KPI's. Demonstrable experience of successfully managing an operational team Knowledge of EPOS systems	Previous experience in working in a customer facing environment with high standard of customer service. Experience of theatre & venue operations
Skill/ Abilities	Able to develop a strong customer focused approach throughout the operation. Able to train, develop and to motivate staff, installing values and a sense of 'best practice'. Excellent communication skills, both written and oral. Experience in conflict resolution with an ability to tackle and resolve difficult situations with both customers and colleagues.	NVQ qualification in hospitality or theatre management. Skilled at evaluating and improving an operation to maximise profit.
Education & training	Demonstrable IT skills, including the use of Microsoft Office software packages, as well as internet and intranet experience.	Emergency First aid at work SIA licence holder NEBOSH general safety Essential Food Hygiene IOSH managing safely or equivalent. Personal licence holder BIIAB